



# Royal Ossont

## Customer Sales Representative

Results-driven Customer Sales Representative with 1 year of experience in providing exceptional customer service and driving sales growth. Adept at building relationships, conducting needs assessments, and offering tailored solutions to clients. Proven track record of exceeding sales targets and contributing to team success. Highly skilled in negotiation, problem-solving, and time management. Seeking opportunities to leverage these skills in a fast-paced, dynamic sales environment.

[royal.ossont@gmail.com](mailto:royal.ossont@gmail.com) 

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123 Oak Street, Columbus, OH   
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### Education

**Associate of Applied Science  
in Sales and Marketing at  
Columbus State Community  
College, Columbus, OH**

Sep 2018 - May 2022

Relevant Coursework: Sales  
Techniques and Strategies,  
Marketing Communications,  
Consumer Behavior, Market  
Research, Digital Marketing,  
Advertising, and Brand  
Management.

### Links

[linkedin.com/in/royalossont](https://www.linkedin.com/in/royalossont)

### Skills

Active Listening



Empathy



Persuasion



CRM Software (e.g., Salesforce)



Time Management



Problem Solving



Multitasking



### Employment History

#### Customer Sales Representative at Cintas Corporation, OH

Feb 2023 - Present

- Achieved a 25% increase in sales revenue within the first year, by successfully upselling Cintas products and services to existing clients and acquiring new customers in the Ohio region.
- Exceeded monthly sales targets for 12 consecutive months, resulting in a 15% overall growth in the customer base and contributing significantly to the company's market share in the region.
- Implemented a comprehensive customer relationship management system that improved customer satisfaction rates by 35% and reduced client churn by 20% over a two-year period.

#### Junior Customer Sales Representative at Verizon Communications, OH

Jul 2022 - Jan 2023

- Achieved a 20% increase in new customer acquisitions within the first six months, contributing to Verizon Communications' overall growth in the Ohio region.
- Surpassed quarterly sales targets by 35% consistently for three consecutive quarters, generating over \$500,000 in additional revenue for the company.
- Developed and maintained relationships with over 200 high-value clients, resulting in a 95% retention rate and an average upsell of 15% on existing contracts.

### Certificates

#### Certified Inside Sales Professional (CISP)

Jan 2022

#### Certified Customer Service Specialist (CCSS)

Mar 2020

### Memberships

National Retail Federation (NRF)

American Marketing Association (AMA)